

Product Warranty

Thank you for purchasing your glazing product(s) from Exeter Trade Aluminium.

By following the simple cleaning and maintenance procedures, many years of trouble free service will be enjoyed, far outlasting the warranty period.

Glazing products supplied by Exeter Trade Aluminium are subject to the following warranty period:

Brand	Product	Warranty Length	Warranty Details
AluK	Aluminium windows & doors	Up to 10 Years	- Defects in the surface finish.
Reynaers	Aluminium windows & doors	Up to 10 Years	- Defects in the surface finish.
Origin	Aluminium windows & bi-fold doors (OB-49, OB-72 & OW-80)	Up to 20 Years	- Defects in the frame and hardware.
		Up to 10 Years	- Defects to woodgrain finish. - Defects in the frame if installed within 1000 -2000m of a marine environments.
		Up to 5 Years	- Defects in the frame if installed within 1000m of a marine environment. - Woodgrain finish installed within 1000 – 2000m of a marine environment. - Hardware coated in a marine finish within 1000 – 2000m of a marine environment.
		Up to 3 Years	- Hardware coated in a marine finish within 1000 of a marine environment.
		1 Year	- For frames & hardware within commercial installations.
	Front doors	Up to 20 Years	- Defects in the frame.
		Up to 10 Years	- Defects in the frame if installed within 1000 – 2000m of a marine environment.



			- Defects in the door panel and hardware.
		Up to 5 Years	- Defects in the door panel if installed within 1000 – 2000m of a marine environment. - Defects in the frame and door panel if installed within 1000m of a marine environment.
		1 Year	- Hardware within 2000m of a marine environment. - For frames, panels & hardware within commercial installations.
	Aluminium inline patio sliding door (OS-29, OS-44 & OS-77)	Up to 20 Years	- Defects in the frame and hardware
		Up to 10 Years	- For frames installed within 1000-2000m of a marine environments.
		Up to 5 Years	- Defect to the running gear and hardware coated in a marine finish, when installed within 1000-2000m of a marine environment. - For frames, and running gear installed within 1000m of a marine environments.
		Up to 3 Years	- Hardware within 1000m of a marine environment.
	Internal Door	20 Years	- Defects in the frame and hardware
		5 Years	- Defects in the frame and hardware for swimming pool installations
Morley/Uni Blinds	Integral blinds and sealed glazing unit	5 Years	- Defects in the glazing unit in accordance with GGF's Quality of Vision' standards.
		2 Years	- Defects in the integral blind components.
Roof Lights		10 Years	- Frame profile and glazing defects in accordance with GGF's Quality of Vision' standards.
		1 Year	- Electrical item defects, such as switches



Glass	Sealed unit	5 Years	- Defects in double and triple glazed sealed units in accordance with GGF's Quality of Vision' standards.
Glass – shaped/curved /bespoke	Glazing	2 Years	- Defects in double and triple glazed sealed units in accordance with GGF's Quality of Vision' standards.
Hardware/ Accessories		1 Year	- Hardware defects, unless otherwise stated.

All guarantee periods will not apply if products and/or components fail due to: negligence, vandalism, wilful damage, extreme environmental conditions, or wear and tear.

The glass warranty does not cover glass breakages for any reason, including the very rare risk of spontaneous breakage due to nickel sulphide inclusion (please see page 5 for further information).

Please note installations within 3.2 miles of a marine location can affect the warranty length, and require a maintenance log to be kept.

All warranties are subject to following the product care and maintenance guides. Individual brands care and maintenance guides can be found at:

<https://exetertradealuminium.co.uk/downloads/>

Purchaser Name:

Contract Ref:

Warranty Start Date:

For and on behalf of Exeter Trade Aluminium,

Nick Sandbrook

Nick Sandbrook
General Manager



TERMS AND CONDITIONS OF PRODUCT WARRANTY

The following 'terms' included in these terms and conditions of product warranty are defined as follows, unless the context requires otherwise;

- 'Company' means Exeter Trade Aluminium Limited
- 'Products' means the goods sold to the person registered within the signed manufacturing sign off.
- 'Purchaser' means the person named overleaf only.

The product warranty will be subject to the conditions stated herein unless agreement to the contrary is acknowledged in writing, with the express approval of the Company. The product warranty will commencement from the date of delivery (see page 3). All payments shall be made without deduction in order for this product warranty to be effective.

In the event of any product faults discovered within the warranty period, please report to Exeter Trade Aluminium via email: sales@exetertradealuminium.co.uk with a photograph and description of the fault.

We will then review and if the product has developed a fault in accordance to the warranty details and within the time period stated, the Company will send or deliver replacement parts only.

On Condition:

- That notice in writing of any claim under this warranty shall be given by the Purchaser to the Company within one month of the alleged defect arising. Third parties or end users will need to raise any faults to the Company via the Purchaser named on page 3.
- That the Purchaser or a third party has not damaged the product as a result of an accident or negligence.
- That the product has not been changed by the Purchaser, or a third party in any way whatsoever.
- That the Purchaser/third party maintains the product in accordance with the care and maintenance instructions, highlighted at the end of this document.
- That the Company shall be permitted to manufacture/supply any replacement in the most economical manner, and within a reasonable time consistent with the Company's normal delivery period. Such replacement being manufactured in accordance with the manufacturing procedures of the Company current at the time of replacement. Which may incorporate modifications arising out of changed or improved technical developments.



- In the event of replacement, the period of guarantee shall extend up to the time of the period of the original guarantee, or up to twelve months from the date of replacement, whichever is later.
- That the Company will not be liable for any claims arising from cosmetic blemishes, optical phenomena such as 'Brewsters Fringes' or other imperfections of a like kind due to the glass manufacturing process. Paint finishes can vary slightly between different products especially metallic & pearlescent finishes. Anodised frames are subject to minor scratches & imperfections and must be deemed acceptable.
- That the Company does not guarantee that condensation, if any, will be reduced or eliminated following installation of its products and further the Company does not accept liability for any condensation appearing after installation where none was present before.
- The Company is not liable for glass breakages for any reason, including the rare risk of spontaneous breakage due to Nickel Sulphide Inclusion (NiS). NiS occurs during the process of manufacturing toughened glass. As a result of nickel contaminants present in the glass melt, reacting with sulphur. Due to the impossibility of finding such very small inclusions, toughened glass manufacturers can't guarantee the complete absence of NiS inclusions in the glass. As a result, they cannot provide a warranty against the possibility of NiS being present.
- The Company will not be liable to meet claims for consequential loss or damage howsoever arising except so far as the restoration of such damage or loss falls within the rights of the Purchaser under common law or statute.

The Company will not undertake any site visits or provide any installation labour or incur costings for labour to rectify the fault - that will be the responsibility of the Purchaser.

The Company shall not be liable for the products failure to comply with the warranty if any of the following events occur:

- If the defect arises because the Purchaser failed to follow the Companies oral or written instructions as to the storage, installation, use and maintenance of the products.
- If you alter or repair the products without the written consent of the Company or you use the products for any purpose other than as intended.
- If the defect arises as a result of wilful, malicious or accidental damage, improper use, negligence, or abnormal storage or working conditions.
- If the defect arises as a result of damage caused by fire or explosion.
- If a defect arises because of floods, lightning, or extreme weather conditions, or any other external influences.
- If the total price of the products have not been paid by the due date for payment.



- If the products have not been fitted or installed correctly.
- If the Company was not notified as the time of purchase that the products were going to be fitted in a property which is in close proximity to the sea (within 3.2 miles).

Important: This warranty does not affect any statutory or legal rights as a consumer - it is additional to those.

This warranty is transferable to a third party / the homeowner / subsequent owners of the property to which the Products were originally installed. To transfer the warranty an admin fee will apply.

To report a warranty claim, or to transfer the Purchaser named on the warranty please contact Exeter Trade Aluminium in writing, by emailing: sales@exetertradealuminium.co.uk quoting the contract reference number.

SAMPLE



Care and Maintenance

External components can be affected by the weather, the external environment and industrial pollution. In order to maintain the glazing to an optimum level of performance, to meet the warranty conditions and to ensure the product looks good and performs well for many years to come the following care and maintenance instructions should be followed.

Frames

All frames should be washed down with warm water, containing a mild detergent and a non-abrasive cloth. Stubborn stains may be removed with a reputable non-abrasive cream cleaner.

The frames have water drainage systems designed into them, in the form of drainage holes. For the drainage to work correctly the drain holes must be checked to see that they are free from obstruction. If blocked, remove obstruction and wash thoroughly with water to ensure correct drainage.

Window Friction Hinges

At the time of manufacture all friction hinge pivot points have been lubricated with a light machine oil. In order to maintain optimum performance, the friction hinges will require checking for the tightness and security of all fixing screws and rivets. In addition further lubrication is required on an annual basis at a minimum. The hinges, pivots, sliding shoe and tracks should also be kept free from dirt, debris and obstruction at all times.

Door Operating and Locking Mechanism

To achieve optimum performance and acceptable handle operation, locking mechanism cams can be adjusted by using a flat bladed screwdriver. Also, clean and lightly grease external moving parts and frame keeps at least annually. Do not lubricate the locking cylinder.

Door Hinges

To remove atmospheric grime, clean regularly with soap and water, stubborn stains may be removed with a reputable non-abrasive cream cleaner. Lightly lubricate hinge pins on an annual basis as a minimum. If open out hinges are fitted lubricate hinge pins every six months.

Letter Box

Lightly oil springs on inside and outside flaps annually as a minimum.

Hardware

External hardware have coatings. The polished surfaces can be restored by cleaning with a dry soft duster.

Lightly lubricate external-moving parts on an annual basis as a minimum.



Standard Glass

Heavy external grime should be removed with a simple soap/water solution followed by the use of any household glass cleaner with a soft cloth.

It is important to note that you should never use any abrasive materials to clean the frames or handles.

Frequency of Cleaning

The frequency of cleaning required depends on the local conditions. For products installed within a corrosive environment such as within 3.2 miles of a coastal area, more frequent cleaning will be required every 3 months. Whereas within non-corrosive environments cleaning every 6 months will be sufficient.

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